



NOTICE OF PRIVACY PRACTICES River Valley Primary Care Services, Inc.

PLEASE KEEP THIS PAGE

River Valley Primary Care Services, Inc. is committed to maintaining the confidentiality (privacy) of health care information we create in providing services to **you** and, in partnership with you, insuring of that information.

As required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), this notice describes how **your** health information may be used and disclosed by River Valley Primary Care Services, Inc. This notice also outlines how **you** can get access to your protected health information (PHI).

The terms of this privacy notice apply to all records created and retained in River Valley Primary Care Services, Inc. clinics for the purpose of conducting our business as it relates to treatment and services provided to you. A copy of our notices of privacy practices is posted in the office.

River Valley Primary Care Services, Inc. reserves the right to alter our practices and make provisions, as needed, effective for all protected health information (PHI) we maintain as legal documents describing and documenting care.

Questions about this notice regarding protected health information may be directed to: Compliance Officer, RVPCS P.O. Box 130, Ratcliff AR 72951.

Each visit to the clinic is documented in your PHI and will contain symptoms, examination, test results, diagnosis, and plan.

HOW RVPCS MAY USE AND DISCLOSE YOUR PROTECTED HEALTH INFORMATION [PHI]:

- I. Plan of care and treatment may require disclosure to a testing laboratory or pharmacy for prescription in addition to our own healthcare personnel or to other health care providers for purposes related to your care and treatment. PHI may also be disclosed to those involved in your care, spouse, children, or parents.
- II. PHI may be used by RVPCS to bill and collect payment for services provided to you. This may include contacting your insurance carrier for coverage verification, providing information to obtain authorization to treat under your insurance coverage, to obtain third party payments on behalf, or to bill you directly for services provided in our clinic. Your PHI may be provided to other health care providers and entities to assist in their billing efforts when providing services on your behalf.
- III. RVPCS may use and disclose your PHI as part of business operations to evaluate services, cost management efforts, business planning, or appointment reminders for example.
- IV. PHI will be disclosed as required by federal, state, or local law. Such disclosures may include health oversight governances for audits, credentialing, licensure, criminal or civil actions, abuse, neglect, or domestic abuse concerns or compliance issues.
- V. RVPCS may disclose PHI to public health authorities authorized to collect information under law to protect the common good and community interest.
- VI. Other PHI disclosure may be for Workman's compensation and other similar programs; to custodial correctional facilities, and for reasons of national security.
- VII. RVPCS may disclose PHI to business associates contracted for specific business operations related to either your care and treatment or the conduct of our business. Contracted business associates are held to the same compliance with PHI as held by RVPCS.

OUR RIGHTS REGARDING THE PROTECTED HEALTH INFORMATION [PHI] RVPCS MAINTAIN ABOUT YOU

- I. **You** have the right to decide how confidential communication will be managed or disclosed and RVPCS will strive to honor reasonable request. You may complete a request to limit or restrict disclosure of your PHI. You may request in writing how and to whom PHI may be communicated. This written authorization may detail preferred method of contact and how that contact should be made in clear, concise writing; however, RVPCS does not have to agree to unreasonable restriction that may prevent conduct of its business or compliance with applicable state, federal or local laws. You may change disclosure information by written request at any time.
- II. **Your** health care record is the property of RVPCS; however, **you** have the right to inspect and obtain a copy of the PHI, excluding psychotherapy notes, used in treatment plan decisions. This inspection or copy must be requested in writing to Medical Records, P.O. Box 130, Ratcliff AR 72951. Fees for the cost of copying, mailing, labor and other supplies may be applied. In certain limited circumstances request to inspect or review may be denied. You may submit in writing a request for a review of our denial with RVPCS reserving the option to select a health care professional of its choosing to conduct the review.
- III. **You** may submit in writing a request to have your health information amended if you believe it is incomplete or incorrect. The submitted information must include reasons that support the amendment request. RVPCS will deny request to amend information that in the opinion of the provider is accurate or complete, does not pertain to PHI in our record, or the PHI was created by another practice.
- IV. **You** have the right to request an accounting of non-routine disclosures made by RVPCS which are unrelated to routine patient care and clinic operations. Request must be submitted in writing to Medical Records, P.O. box 130, Ratcliff AR 72951 and identified a specific time period. You will be notified of cost of accounting disclosures requested more than once a year.
- V. Other PHI rights include receiving a copy or our privacy policy at any time. **You** have the right to file a complaint if you feel your privacy rights have been violated with Compliance Officer, RVPCS P.O. Box 130 Ratcliff AR 72951 or the Secretary of the Dept. of Health and Human Services.

ELECTRONIC MEDICAL RECORDED:

To comply with recommended health industry practices, River Valley Primary Care Services, Inc. adopted an electronic medical record (EMR) as the method to chart and maintain your PHI. The system used, Electronic Health Systems, is compliant with all CMS required standards and is primarily protected by a tiered password system. A secondary security measure is provided through specific, defined accessibility to charted information dependent on employee job responsibilities with limitation based on assigned job task and need to know.

www.RVPCS.org

River Valley Primary Care Services ♦ P.O. Box 130, Ratcliff, AR 72951 ♦ Phone: (479) 431-2050 ♦ Fax: (479) 431-2051 ♦ www.rvpcs.org

Clarksville Community Health Center ♦ Phone: (479) 668-3282 ♦ Fax: (479) 668-3284 / RVPCS – Northside Clinic ♦ Phone: (479) 785-5700 ♦ Fax: (479) 785-5708

RVPCS – Eastside Family Clinic ♦ Phone: (479) 434-4747 ♦ Fax: (479) 434-4949 / Mountainburg Family Clinic ♦ Phone: (479) 369-2091 ♦ Fax: (479) 369-4119

Northside Clinic at 6th Street ♦ Phone: (479) 783-3900 ♦ Fax: (479) 783-3905 / Lamar Wellness Center ♦ Phone: (479) 668-4881 ♦ Fax: (479) 668-4909

Mulberry Family Clinic ♦ Phone: (479) 997-1484 ♦ Fax: (479) 997-1494 / Waldron Family Clinic ♦ Phone: (479) 668-4700 ♦ Fax: (479) 668-0200